FRANCISCO ORTUÑO

AI & Software Architect · Tech Lead · Commerce & Payments

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PROFILE

AI & software architect with 13 years designing enterprise platforms — payments, telecom self-service and composable commerce on commercetools, Contentstack, Stripe and Fluent Commerce. I lead AI-native delivery with Claude Code: tooling teams actually adopt, MCP servers, and evidence-driven migrations with zero regressions.

SKILLS

AI engineering	Claude Code (skills, subagents, hooks) · MCP servers · Claude API · LangGraph · Agentic code review · Generative video
Composable commerce	commercetools · Contentstack · Stripe · Fluent Commerce (certified)
Payments & security	Payment orchestration · PCI DSS · Tokenization (HashiCorp Vault) · Anti-fraud scoring · Retries & notifications
Frontend	Next.js · React · TypeScript · Playwright
Backend & platform	Java · Spring · Node.js · GraphQL · MongoDB · Kafka · Redis · Oracle · Docker Swarm

EXPERIENCE

Senior Software Engineer · Tech Lead — Orium

JAN 2025 - PRESENT

- Re-platformed the Telcel.com backend onto Docker Swarm as sole operator (p95 13.4× faster), then reinstalled it on RHEL 9.8 with zero regressions.
- Built an AI self-review merge gate now carrying 86% of a team's PRs; median open-to-merge went from 26h to 9h.
- Shipped bank transfers, ACH subscriptions and async payment states in Stripe's official commercetools Connect connectors.
- Built MCP servers for coding agents: the Fluent Agentic Assistant (Fluent Commerce OMS) and Portage (Stripe API upgrades).
- Shipped Claude Code tooling and org skills adopted company-wide, and run a weekly internal Claude community group.

Software Architect · Tech Lead — Gluo

2015 - PRESENT

Java developer (2015) → tech lead → software architect (since 2019) for Telcel's digital platforms.

- Designed Telcel's PCI DSS-compliant payment orchestration platform: one gateway over 8+ payment engines, with retries, anti-fraud scoring and tokenization (Java, MongoDB, Kafka, Redis, HashiCorp Vault).
- Architected Mi Telcel and Mi Telcel Empresas: Java microservices with 60+ SOAP integrations, a data-center migration (2022–23) and a Java 21 / Spring Boot 3 modernization.

Java Web Developer — HSBC JAN 2014 - JUN 2015

Java/PHP Developer — Grupo GC AUG 2013 - DEC 2014

SELECTED PROJECTS

Payment orchestration platform

TELCEL · CLARO PAY · 2024 – 2025

One gateway for every sales channel over 8+ payment engines: retries, anti-fraud scoring and PCI DSS tokenization in a dedicated vault, on a 34-server design.

Telcel.com cloud migration

TELCEL · 2026

Docker Swarm platform with 8 nodes, 12 stacks and 8 pipelines: p95 7.92 s → 589 ms, deploys 30–60 → 5–10 min, crash recovery 15 min → 10 s.

Fluent Agentic Assistant

ORIUM · FLUENT COMMERCE · 2025

MCP server that lets Claude read Fluent Commerce's live GraphQL schema, turn plain-language questions into validated queries and run them.

Generative Accelerator

ORIUM · 2026

AI storefront compiler on commercetools, Contentstack and Stripe; my AI self-review gate cut median merge time by 66% and took weekly merges from 7 to 52.

INDEPENDENT WORK

TEMIXTITAN — Nocheztli Studio 2026

A film and series about the fall of Tenochtitlan (1519–1521), told through Malintzin — every shot sourced, every frame generated, produced end to end with AI video.

CERTIFICATIONS

Claude Certified Developer — Foundations
Anthropic · Nov 2026

Fluent Order Management — Full Stack Developer 2024
Fluent Commerce · Mar 2025

EDUCATION

B.Eng. in Computer Systems Engineering — Software Development
Instituto Tecnológico de Zitácuaro (TecNM) · 2007–2012

LANGUAGES

Spanish
Native

English
Professional working proficiency